

# PASS IT ON

*Promoting healthy, fulfilling lives...*

*Pender Adult Services is committed to providing our community a safe, stable, environment in which individuals can maintain their independence, good health practices, and a healthy sense of self-esteem.*

SE4A Edition  
Sample



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## IT'S OFFICIAL: YOU SAID WE MAKE A DIFFERENCE!

We know you enjoy coming to Heritage Place, but now it's official: The participants' survey many of you completed in July reveals that the majority of you feel that Heritage Place has also had a positive effect on your life. Over half of you say you are happier or more satisfied, have something to look forward to each day, and take better care of your health because you come here.

In 2003, Heritage Place was one of eighteen senior centers in the state selected by the NC Division of Aging and Adult Services to participate in a national survey, the Performance Outcome Measures Program (POMP). North Carolina was one of only eight states in the country to be chosen by the US Administration on Aging to participate. The survey's purpose was to understand whether attending a senior center

makes a difference in older people's lives, and if so, which programs and activities are the most meaningful for them. The information from this survey will give Heritage Place tools to use in making our programs and services even better.

### *A little about you*

Of the 115 people age 60 and over who attended between July 26 and 28, 75 of you filled out the survey. Here's a little about what you said.

- While people of all ages come to Heritage place for its fitness program and other activities, the average age of survey respondents over 60 was 72; the oldest was 91.
- Well over half come to the center 2 to 4 times a week, and 15 percent come at least 5 times per week. Almost two-thirds have been coming for 1 to 5 years, and over a tenth for 10 years or more. Unfortunately, one out of eight said they don't come as often as they want because of their responsibilities as caregivers for children or adults, no transportation, health reasons, or other activities.
- The senior center is a good place to come for a lot of reasons, but single men might be especially interested in the fact that women

outnumber men more than 4 to 1, and only 37 percent of the women are married. On the other hand, all but one of the men who answered the survey are married.

### *You make the difference in recruiting new participants*

A recommendation from a friend or neighbor appears to be the senior center's best form of advertisement. That's how most people who come to the center said they heard about it—more than the

number who heard about it from the brochure, newspaper, internet, health professionals, and family members combined. Because 81percent of you said that you would recommend Heritage Place to your friends, please don't hesitate to do so—*these statistics show that it does make a difference.*

While three-quarters of you say you drive to Heritage Place, that leaves another quarter who rely on getting a ride with someone they know, taking the senior center van or other community transportation, taking public transportation, or finding other ways to get there. When you tell your friends about Heritage Place, offer them a ride if

**"I don't have to plan what I will do today, because I know I will be going to senior center. I know what I will be doing when I get there every day."**

**"I've met new friends that are now dear to me, and my overall health has improved. Exercise has helped with arthritis."**

you can, or speak to one of our staff members about transportation.

Did you know that Heritage Place is open on Saturday mornings? Well, if you didn't, you aren't alone. While most people know that Heritage Place is open in the evenings, only one-third of those who took the survey know that it's also open on Saturday mornings from 8 - noon.

In addition, Heritage Place opens at 6 a.m. weekdays and stays open until 8 p.m. Monday – Thursday. Feel free to spread the word about these extra hours too.

**"It is a wonderful place to work with seniors and see old friends and meet new ones. Keeps me young."**

### ***What do you like to do?***

Fitness and exercise won hands-down as your favorite type of activity. It's also the one that the most people say they do at the center. Nearly half of you use the fitness room and a quarter take at least one of the exercise classes. (Over three-fourths reported that your health was good to excellent. Could there be a connection?)

You ranked taking trips and playing cards, bingo, or other games second and third among the things you do when you come to the center, and singing and crafts were also on the list.

Of the services the center offers, lunch is the most popular, followed by flu shots and other immunizations. Other services that many of you use are transportation, health screenings (blood pressure, osteoporosis), education about nutrition, and the food pantry and food commodities programs.

### ***Volunteers make it work***

Fundraising helps us pay for many needed programs and activities, and that was the most popular volunteer activity. Several of you help others with information and assistance about Medicare, Medicaid, and long-term care insurance. Volunteers who do this not only put in the hours, but also take special training and keep up with changes in regulations. Others speak to groups, do set-up and clean-up for activities, serve as receptionists, teach classes, or help to coordinate special events. We thank these volunteers for their gift of time, and we encourage even more of you to pitch in. If you would like to help—whether with occasional, time-limited activities or on a more frequent basis—please let us know.